

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Willis	Examiner:	Kramer
Serial No.:	09/746,508	Group Art Unit:	3627
Filed:	December 26, 2000	Docket No.:	20009.0001US01 (BS99-184)
Title:	TECHNICIAN COMMUNICATIONS SYSTEM WITH AUTOMATED CLAIMS PROCESSING		

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**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Applicants respectfully request entry of the following amendment and remarks contained herein in response to the Office Action mailed September 12, 2006. Applicants respectfully submit that the amendment and remarks contained herein place the instant application in condition for allowance. Amendments begin on page 2. Remarks begin on page 7.